



August 11, 2020

Department of Public Health and Social Services
ITC Building Ste. 219
590 s. Marine Corps Drive
Tamuning, Guam 96912-3532

RE: Adjustments to Restaurant Operations for Kings and Ruby Tuesday

VIA: Electronic Mail

Hafa Adai!

We are pleased to submit some adjustments we have made to our original opening plan that we submitted to Public Health on May 29, 2020. The adjustments are highlighted with red font and include the following:

Section 1: GENERAL REQUIREMENTS

Subsection a. Opening of the salad bar at Ruby Tuesdays

Subsection c. Takes out reference to Ruby Tuesday related to display of foods

Section 3: FRONT OF HOUSE OF HOUSE – KEEPING OUR GUESTS SAFE

Subsection I. Adjustments to restroom procedures

Section 5: SOCIAL DISTANCING AND OTHER PROTECTIVE MEASURES

Subsection c. Process or allowing customers into the restaurant

If you have any questions or require any additional information, please do not hesitate to contact me at 671-687-5557 or via return email.

Thank you!

A handwritten signature in black ink that reads 'Clifford A. Guzman'. The signature is fluid and cursive, with a long horizontal stroke at the end.

Clifford Guzman,
Vice President Operations

August 11, 2020

REVISED OPERATING PLAN FOR KINGS AND RUBY TUESDAY

Both Kings and Ruby Tuesday facilities have been undergoing deep cleaning in preparation for reopening. All booths and chairs are covered with non-porous material and only environmentally approved cleaning and sanitation chemicals will continue to be used in the facility.



The following guidelines and requirements are designed to keep our employees and our patrons safe and COVID-19 free. These guidelines and requirements are drawn from the Guam Department of Public Health and Social Services (DPHSS) Guidance Memo 2020-09 and have been adapted for the re-opening of Ruby Tuesday and Kings Restaurants.



1. GENERAL REQUIREMENTS

- a. The Garden Salad Bar at Ruby Tuesdays will be opened with appropriate sneeze guards in place. A wait staff will be stationed at the salad bar behind the sneeze guard and will serve customer selections of salad components onto a plate to include dressings and toppings. The salad will be handed to the customer when completed. Alternatively, a disposable paper menu of salad component selections can be provided to seated customers to order their desired components and will be served at the table.
- b. As indicated in the attached seating diagrams, we will operate at no more than 50% of our current occupancy to include employees.
- c. Kings will not display foods or meals. Therefore, sneeze guards for this purpose will not be necessary. However, sneeze guards are in place for the cashier stations.
- d. As indicated in our proposed seating plans, we have elected to provide separation between guests by how we seat them at our booths and tables, rather than mount physical barriers.
- e. The following illustrates the base requirements for all our employees who will be back at work:
 - i. It is mandatory that all employees shall wear a protective facemask when reporting for work. No employee will be allowed to enter the workplace or perform his or her duties without a mask.
 - ii. Clean disposable gloves will also be required when preparing, handling or serving food, when sanitizing surfaces and when washing or stacking dishes and pots and pans.
 - iii. All employees are required to wash their hands upon entering or leaving the building and throughout their scheduled hours. Hand washing protocols will be posted at all hand washing stations.
 - iv. All employees shall practice social distancing – Employees shall maintain 6'-0" from each other and guests as is practical throughout their scheduled hours and breaks.
 - v. "Sanitize as you go" shall be the practice throughout the facility. This includes strict application of all HACCP and Serve Safe principles for prep areas as well as all patron contact surfaces. Appropriate sanitation supplies will be provided conveniently throughout all workplaces. This includes general sanitizing "wipe downs" of all potential contact surfaces every 30 minutes.

- vi. All employees shall be temperature checked upon reporting to work. Any employee with a temperature above 100 degrees will be sent home. The Manager on duty will conduct random temperature checks during each shift.
- vii. Employees who exhibit symptoms (i.e., fever, cough, shortness of breath, etc.) must notify their supervisor and stay home. Employees exhibiting such symptoms in the workplace will immediately be sent home.
- viii. All employees shall undergo specialized training on all operations changes related to the COVID-19 prior to the official re-opening of the restaurant. Recurrent training shall be conducted as deemed necessary by the Manager on duty.
- ix. All our Managers on Duty are currently Certified food Managers and are responsible for maintaining up-to-date procedures and records. They are responsible to ensure that all cleaning and sanitizing is maintained, all employees wear appropriate Personal Protective Equipment (PPE) and overall rules and order is maintained through each shift.

2. EMPLOYEE HEALTH:

- a. Each Manager on Duty will be responsible for taking temperatures of each employee upon arrival at work as well as performing random temperature checks throughout each shift.
- b. Employees shall report to their manager if they are feeling ill or exhibiting symptoms associated with the virus.
- c. Managers are also responsible to ensure that there are adequate supplies such as hand soaps and sanitizers, disposable gloves, and approved general cleaners for facility sanitation at all times.
- d. All surfaces in back of house and wait stations will be sanitized regularly (minimum of every 30 minutes).

3. FRONT OF HOUSE - KEEPING OUR GUESTS SAFE

- a. All Front of House staff shall wear required face masks and disposable gloves.
- b. Door attendant staff shall open doors for guests. If the guest touches any part of the door, the door staff shall wipe down the area with sanitizer. As guests enter the facility, the door attendant shall offer to squeeze hand sanitizer onto the guest hands. If the guest refuses to use the hand sanitizer, the door attendant shall ask the customer to please wash their hands in the restroom.
- c. Customer friendly social distancing protocol signage and COVID safety guides shall be visible and strategically posted throughout the dining room to include customer waiting areas, on the tables and in restrooms.
- d. Hand sanitizer stations will be strategically spaced and visible throughout the dining area. Customers will be required to sanitize their hands upon entering the facility.
- e. Hosts and/or wait staff shall maintain appropriate social distancing protocols when leading guests to their assigned table or providing service. Staff shall request guests to please wear their face masks unless eating or drinking.
- f. Seating will follow social distancing protocols as recommended by DPHSS and shall be strictly enforced. (See attached seating floor plan)
- g. All tables, booths, chairs and table tents shall be thoroughly sanitized after guests have finished their meals and prior to seating the next group or individual.

- h. Table condiments will be sanitized before and after each table service.
- i. All potential patron common use and contact surfaces within the facility shall be sanitized every 30 minutes as a maximum for all patron high-contact areas beyond their assigned dining tables.
- j. QR codes will also be placed on each table so customers can access the menus and order. One - time disposable menus will be provided if customer does not have a smart phone or has trouble connecting via the internet.
- k. Front of House Staff shall include separate servers and bussers, a door staff and a cashier. All FOH staff shall be responsible for ensuring general sanitation throughout the facility.
- l. **Doors to restrooms will remain open at all times and a busser will check restrooms and sanitize as needed every 15 minutes and sign off on a sanitation log sheet. The Manager on Duty will perform regular checks to ensure proper and timely sanitation.**
- m. All wait staff per shift will use iPads to take orders and will sanitize the device thoroughly before handing it to the wait staff for the incoming shift. Orders will be automatically sent from the iPad to the kitchen thereby eliminating physical order tickets.
- n. Use of credit/debit cards for payment of meals will be encouraged. For Ruby Tuesday, wait staff will present the bill and take the cash or credit/debit cards to the cashier for transaction. Checks, cards and/or cash will be collected and returned in a check presenter to encourage a “no touch” policy by wait staff. Cashier shall use hand sanitizer after every transaction. For Kings, guests will line up at the cashier station to pay their guest checks. Social distancing markers will be visibly apparent on the floor.

4. VENTILATION

- a. Both Kings and Ruby Tuesday have robust HVAC systems. Each system is specifically designed to maintain comfort in the front and back of house for our employees and our guests. With less than 100% occupancy, we anticipate that there will be adequate air flow throughout

5. SOCIAL DISTANCING AND OTHER PROTECTIVE MEASURES

- a. As indicated on the attached seating charts, we have configured our table arrangements to maintain appropriate social distancing between our guest parties. This includes reconfiguring movable tables to maintain 6-foot distancing within the dining area. We have minimized booth seating to every other booth and our booth backs meet the minimum of 40 inches in height.
- b. Floor markings measuring 6’-0” between each are strategically adhered to the floors leading up to cashier stations, in waiting areas and entrance areas into the restrooms. (please see attachments).
- c. **All customers will be allowed into the restaurants until there are no open and sanitized tables available. Once all sanitized seats are filled, incoming customers will wait outside and host or hostess will seat the customers immediately upon entering the restaurant. 6’-0” social distancing markings will be placed on the entranceway floors.**
- d. Our “Welcome Back” signage at the front reception area outlines operational procedures focusing on social distancing, personal precautions and routine sanitation efforts in addition to a notice that anyone exhibiting obvious symptoms will be restricted from entering the restaurant. The signage also indicates that face masks must be worn to enter and must be worn throughout the guest meal except for eating and drinking. (Please see attached “Welcome Back” sign sample)

- e. While both Kings and Ruby Tuesday both have separate exit doors, they do have separate cashier activities. At Ruby Tuesday, we utilize check presenters so we can encourage our guests to exit through the side exit door at the rear of the dining area. For Kings, we propose to continue to utilize our self-pay at the cashier system with appropriate social distancing procedures in place.

BACK OF HOUSE

All Back of House personnel shall wear facemasks and disposable gloves during the preparation of meals, inventory receiving/unpacking and scullery duties. Gloves shall be regularly changed and use shall be in strict accordance with HACCP and Serve Safe principles.

“Sanitize as you go” shall be the practice throughout the back of house. This includes strict application of all HACCP and Serve Safe principles for sanitizing prep areas as well as all finished meal contact surfaces. Appropriate sanitation supplies will be provided conveniently throughout the BOH. Social distancing shall be practiced in the meal preparation areas, scullery and food storage areas to the extent practicable.

Dining Manager and Supervisors shall share best practices and adapt the above requirements to their operations. Any and all changes must be approved by Corporate prior to implementation.